

Guide for hands-free communication with Oticon hearing aids and Windows PC

Do you enjoy listening to music, watching videos, or participating in audio or video calls on your Windows PC? Microsoft Windows PC's running Windows 11 version 22H2 (or newer) can connect directly to Oticon Intent hearing aids and offer easy, hands-free communication via Bluetooth® LE Audio technology.

Compatibility and requirements

- Oticon Intent hearing aids
- The PC must be running Windows 11 version 22H2 or newer. The PC needs to have Bluetooth LE Audio support enabled by the manufacturer of the PC.

Note: Bluetooth LE Audio is **not** supported on Windows 10 or Windows 11, version 21H2. Some Windows 11 PCs that currently do not support LE Audio may gain support for it in the future through operating system software updates from the manufacturer.

You can check for LE Audio support on PC by doing the following:

1. Go to **Start > Settings > Bluetooth and Devices**.
2. Select **Devices** and go to **Devices Settings**.
3. Look for a checkbox titled **Use LE Audio** when available. Ensure this setting is **turned on** to use LE Audio. If this setting is not available, your PC does not currently support LE Audio.

Before getting started

Before you can use hands-free communication and direct streaming, you must ensure that the hearing aids are paired with your PC.

How to pair

1. Ensure that Bluetooth is turned on, on your Windows 11 PC or laptop.
In **Settings**: Select **Settings > Bluetooth & devices > Devices** and turn on Bluetooth.
2. Restart your hearing aids to put them in pairing mode. Your hearing aids will remain in pairing mode for three minutes. Your PC will be able to detect your hearing aids when they are in pairing mode.
3. In **Devices**: Click on **Add device > Bluetooth**. The system will start detecting all Bluetooth devices in range.
4. Click on the name of your hearing aids, and the system will connect your hearing aids to the PC. You are now ready to enjoy hands-free communication on PC.

How to disconnect your hearing aids from your PC

In **Settings: Select > Settings > Bluetooth & devices > Devices > Input**

1. Under the name of your hearing aids, press the three vertical dots and click **Remove**.
2. Click **Confirm** to remove the hearing aids.
Note: You are also able to disconnect your hearing aids from the PC by turning off Bluetooth, but we do not recommend this, as this will also disconnect any other wireless devices such as keyboard or Bluetooth mouse.

Troubleshooting problems when streaming sound from your PC

You can solve many common connectivity issues by refreshing the connection with your hearing aids. We do not recommend turning Bluetooth off and then on again, as this will disconnect any other wireless devices such as keyboard or Bluetooth mouse. If problems persist, try pairing the hearing aids to the PC again.

Hearing aids connected to multiple devices

Your hearing aids can be paired and connected to multiple devices, but you can only stream sound from one device. For example, if you are connected to your PC and you then wish to make a phone call:

1. Disconnect your hearing aids from your PC.
2. Turn on Bluetooth on your phone, check that your hearing aids have connected.
3. Start the phone call. The sound from the call will stream to your hearing aids.

If you wish to switch back to listening to audio on your PC:

1. Turn off Bluetooth on your phone.
2. Connect your hearing aids to your PC.
3. Start audio streaming on your PC. The sound from the PC will stream to your hearing aids.

More connectivity options

For older PCs and older Oticon hearing aids you can connect to a PC using a ConnectClip. It also offers two-way audio, meaning it can stream your voice back to your computer, so that you can enjoy hands-free communication.

How to use the ConnectClip with your computer

Start by pairing the ConnectClip to your hearing aids. If you have already done this, go to Pair the ConnectClip to your computer

1. Ensure that ConnectClip is powered off. Press and hold the multi-button for approximately six seconds, until the power indicator is off.
2. Restart hearing aids
 - For hearing aids with disposable batteries, open and close the battery drawer.
 - For rechargeable hearing aids, put the hearing aids in the charger and take them out. Alternatively, press the lower button on hearing aids for 3s to turn them off and then for 2s to turn them on.
3. Turn ConnectClip on. Press and hold the multi-button for approximately ten seconds, until the power indicator shows steady green. ConnectClip will now search for your hearing aids. The status indicator will blink yellow.
4. Establish a connection. Place ConnectClip close to your hearing aids, at a maximum distance of 20 cm. A successful connection is achieved when the status indicator shows steady yellow.

Next, Pair the ConnectClip to your computer

1. Place the ConnectClip in pairing mode.
To do this press and hold the multi button and volume up button at the same time for about 6 seconds until the status indicator is blinking blue. ConnectClip will be in pairing mode for about 3 minutes.
2. To establish a Bluetooth connection to computer, go to the Bluetooth menu on your computer. Select ConnectClip and connect.

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